

Case 2016065

Last Edit Date: 02/28/95

Assoc# :  
Name : Mr. Nicholas Condos  
Address: 725 W 184th St.  
New York, NY 10033

Home Ph: 212-928-1336  
Work Ph: - -

Date Occurred: 00:00  
Date Received: 02/28/95 15:27  
Date Closed : 02/28/95 15:40

When Referred :  
Referral Resp Due :  
Referral Resp Recd :

Letter Code: CARD.LET

Check Amount : \$ 0.00  
Coupon Amount: \$ 0.00

Controllable : N

D.O.B. : 04/08/34  
Age : 60

DM	T&D	REP
1224	13	
1225		
1226		
1229		
1230		
PTC	SAM	
ROM	PA	SC
RM	PC	MC
1240	1242	SAM

Initial Representative : Lisa Williams  
I : Representative : L. Williams  
Method of Contact : call  
Type of Contact : Complaint  
Type of Customer : RJR Smoker  
Product Brands : No Entry  
Promotions : Doral General Market -Promo-General  
Reason for Contact : Retailer Sells Complimentary Product  
Priority : No Entry  
Action Taken : resolved referred no further crd followup  
Referred To : Division Manager  
Store Type/Class of Trade : No Entry  
Root Cause : No Entry  
Source of Contact : No Entry  
Survey : Yes  
Satisfaction Tracking System : Lisa Williams  
Promo Type : Other  
Contact by Family : Doral  
Fulfillment House : No Entry  
Plant : No Entry  
Sales Divisions : 1224 - Manhattan

Date Sent	Sent To	Quantity	Item
02/28/95	C	1	Accommodate Request Resp Card (Form 286)
02/28/95	C	2	\$2/Ctn or 5 Pk Multi-Brand Coupons
02/28/95	C	1	Letter

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Type: C Representative: L. Williams

In Date: 02/28/95 15:28 Due Date:

00:00 Done Date:

00:00

From:

Who:

cons st8s that in Washington Heights area, purch 2 pks of DL1's thru retailer's buy 2 get 1 free...initially paid \$3.00/ (\$1.50/pk) when returned to purchase cigts again was to be chrged \$3.75 for buy 2 get 1 free...cons refused to purch at that price (Broadway St.)/tobacco place, cons unsure of name of store...cons then went to another retailer and found a buy 2 get 1 free pack offer for \$3.50, cons didn't complain and made purch there...st8s these three locations are all between 177th and 181st streets...adv wud refer matter to DSM and for loyalty to brand will send comp mailing of coupon.

cons feels that raised prices are retailer's way of charging for/selling comp products.

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